



HP Service Desk version 5.0x & 5.1x Obsolescence Announcement Frequently Asked Questions

On February 1, 2009, HP announced the version maturity, end of sale date and end of support dates for HP Service Desk (SD) versions 5.0x & 5.1x. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP Service Desk 5.0x & 5.1x versions?

Answer Effective February 1, 2009, HP is announcing the discontinuance of HP Service Desk versions 5.0x & 5.1x. Customers running SD 5.0x & 5.1x may continue to purchase additional copies of the HP Service Desk product through December 31, 2009. As of this date, the products for these SD versions will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing HP Service Desk 5.0x & 5.1x versions?

Answer This is in accordance with the HP Software Supported Version Policy 4.2. Definitions of terms are documented in the HP Software product version obsolescence guidelines

Question What product numbers are affected by this version maturity?

Answer Please refer to Appendix B in the Customer Letter for the list of affected product numbers.

Question When is the last date I can order HP Service Desk 5.0x & 5.1x version products?

Answer HP Service Desk 5.0x & 5.1x will continue to be available for purchase through December 31, 2009. After that date Service Desk versions 5.0x & 5.1x will no longer be available for sale.

Question Can I still purchase additional licenses for HP Service Desk 5.0x & 5.1x that are no longer covered by support? If yes, how?

Answer No. Additional licenses are no longer available for purchase as of January 1, 2010.

Question What version of HP Service Manager is currently available and what upgrade /migration plans do you have for the product, if any?

Answer The latest version of HP Service Manager is version 7.10. Please check

www.hp.com/go/software (Products -> Products A-Z -> HP Service Manager) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Whom can I contact if I have more questions with regards to this product discontinuance?

Answer You have several options available to you:

- Contact your local HP sales representative or your local HP software business partner: www.hp.com/managementsoftware/buy
- Web Self Solve: www.hp.com/managementsoftware/services
- HP Technical Support: www.hp.com/managementsoftware/submit_call

Question What are the hardware requirements to migrate to HP Service Manager version 7.10?

Answer Hardware requirements will vary depending on your operating system, please review the appropriate Release Notes, Installation Guide, and/or Migration Guide or otherwise contact your local HP sales representative or HP software business partner for further assistance.

Question Where can I find upgrade information for the HP Service Desk 5.0x & 5.1x products?

Answer Your local HP sales representative or HP software business partner can help you with this information.

Question I plan to migrate my HP Service Desk 5.0x & 5.1x environment using in-house technical resources. Where do I get all the required software?

Answer TO receive the HP Service Manager 7.10 media, please contact your local HP contract administration representative to initiate the migration. Once approved, the Service Manager 7.10 media will be added to the support contract. Afterwards, the media can be downloaded via Software Update Manager (SUM). The release to be requested is labeled SMG710.

Question I received this communication but I have already migrated my HP Service Desk installation to HP Service Manager 7.10. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your migration to HP Service Manager 7.10. Please contact your local HP contract administration representative or your HP Services Integrator partner to have your support contracts updated.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date is December 31, 2010. As of this date all customer support activities will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

Question	Are there any other key dates I need to be aware of?
Answer	Please see Customer Letter, page 2 for the key dates.
Question	What are my discontinuance options?
Answer	Customers have the option to continue using HP Service Desk 5.0x & 5.1x versions. HP will stop providing Support for this product on December 31, 2010. Self-Help Support will continue to be available through December 31, 2012. Customers are encouraged to begin reviewing their business requirements for HP Service Desk. Customers are also encouraged to contact their local HP sales representative or HP software business partner for help in determining migration options that meet your business needs.
Question	How does this affect my HP Service Desk support contract?
Answer	Upon the End of Support date of HP Service Desk versions 5.0x & 5.1x, your support contract will automatically be updated to reflect HP Service Manager version 7.10 product numbers. If you haven't upgraded to HP Service Manager version 7.10 by this date, you can continue to receive Self-Help Support for HP Service Desk versions 5.0x & 5.1x until December 31, 2011.
Question	Can I get a support contract for technical support only, without having to pay for upgrades?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with a version of HP Service Desk 5.0x or 5.1x, for which defect resolution is no longer available, can I pay for a resolution to be implemented on my request?
Answer	HP may choose to offer defect fixes at a premium price, depending on available resources.
Question	If I am on a support contract, what will I be entitled to?
Answer	You should have received a letter or electronic notification from HP to inform you about the availability of HP Service Manager version 7.10 and how to initiate the migration. Your local HP sales and support representatives or your HP software business partner can help provide information and assistance to enable your upgrade to be easy and successful.
Question	When I migrate from HP Service Desk versions 5.0x & 5.1x to HP Service Manager version 7.10, can I continue my existing support contracts until they expire?
Answer	Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.
Question	When I migrate from HP Service Desk versions 5.0x & 5.1x to HP Service Manager version 7.10, can I expect the same support pricing compared to HP Service Desk version 5.0x & 5.1x?
Answer	Please contact your contract administrator or your HP Sales Representative for an estimate of the support contract pricing for Service Manger 7.10.
Question	What migration services are available to help me upgrade?
Answer	Your local HP sales representative or HP software business partner can help you with this information.

For more information

For more information on HP Service Desk and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

www.hp.com/managementsoftware/products

www.hp.com/managementsoftware/services

www.hp.com/managementsoftware/support-lifecycle

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